



04-24-02

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 P#4

Attorney Docket No. FINL-009/00US

PATENT #4

Express Mail Label Number: EL 841765671 US
 Date of Deposit: April 23, 2002

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231.

Date: April 23, 2002

 By: Sherry Duncan Bitler
 Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Lukas et al.

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Serial No.: 09/518,916

Examiner:

APR 26 2002

Confirmation No.:

Art Unit: 2772 Technology Center 2600

Filed: 03/03/00

For: SYSTEM AND METHOD FOR OPTIMIZING A PRODUCT CONFIGURATION

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Commissioner for Patents
Washington, D.C. 20231

MAY 15 2002

INFORMATION DISCLOSURE STATEMENT TRANSMITTAL

Technology Center 2100

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08 for the above-identified patent application.

- In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- In accordance with 37 C.F.R. §1.97(c), also enclosed is:
 - the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
 - a statement as specified in 37 C.F.R. §1.97(e).
- In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. § 1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- Check No. ___ in the amount of \$___ for the total fee is attached.
- Please charge \$___ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

Attorney Docket No. FINL-009/00US
Serial No. 09/518,916
Page 2

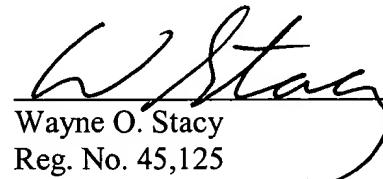
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

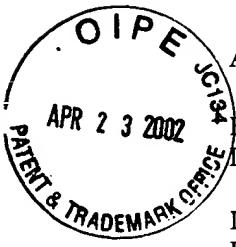
Dated: April 23, 2002

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Respectfully submitted,
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For:

SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

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INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97(b)

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56, Applicant(s) hereby submits the following information in conformance with 37 C.F.R. §§1.97 and 1.98.

- Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- No copies of the publications listed on the attached Form PTO/SB/08 are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. __ to which the above-identified application claims priority under 35 U.S.C. §120.
- Publication(s) __ listed on the attached Form PTO/SB/08 were cited in a foreign search or examination report corresponding to __ application serial no. __ and mailed on __.

Attorney Docket No. FINL-009/00US
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Page 2

- Enclosed is a copy of a non-English publication(s) ___. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- Enclosed is a copy of a non-English publication(s) ___. English language publication __ (copy enclosed) claims priority from this non-English publication.
- Enclosed is an explanation of non-English publication(s) __ for which an English translation is not available.
- Enclosed is an English translation of non-English publication(s) __ cited in the attached Form PTO/SB/08.
- Enclosed is a copy of pending patent Application Serial No. ____.

This Information Disclosure Statement is filed within any one of the following time periods:

- within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- before the mailing date of a first office action on the merits; or
- before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

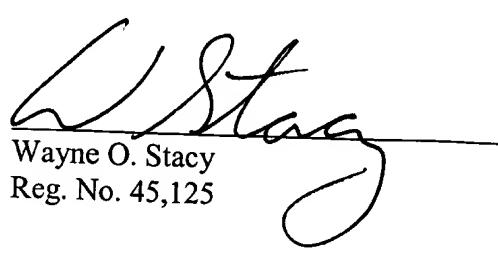
It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08 to the undersigned.

Dated: April 23, 2002

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